

# Swisscom IT Services



## Swisscom IT Services gives clients self-service control using GoToAssist

When businesses outsource critical IT infrastructure, there is no room for system failure or downtime. That is why companies depend on Swisscom IT Services datacentres to run their applications, databases or Web services. With approximately 2,300 employees, Swisscom IT Services is one of the leading Swiss providers of information technology services, and the company is well-known for superior stability, reliability and quality.

“With GoToAssist we can offer our clients completely new possibilities with the hosting of their IT infrastructure.”

Roland Simonet  
System Manager  
Swisscom IT Services

## The challenge: give customers full control of remotely hosted systems

Swisscom IT Services offers clients cost-effective ways to operate their complex IT infrastructure at a hosted datacentre. However, in the past, when a client's administrators needed to perform software installation, configuration changes or other functions, they had to relinquish control of their system to a Swisscom IT Services employee. This presented challenges, because clients couldn't make system changes as rapidly as they wished. "Our clients had to turn over full control of their system to our staff and give clear specific orders to us to carry out the implementation," explained Roland Simonet, system manager for Swisscom IT Services.

Simonet wanted a solution that would allow clients and suppliers to perform these changes themselves. The solution needed to provide customers with reliable remote access to hosted systems in the company's highly secure data centres. "We wanted to give suppliers and customers — not our support staff — full control of their systems located in our datacentres," he said. For security reasons, however, any solution required that Swisscom IT Services staff supervise changes in real time or through reporting. Above all, the solution needed to include end-to-end data encryption to provide the best data privacy.

### Key benefits

- Provides better value and cost savings to clients
- Enables faster turnaround for client requests through self-service
- Maintains tight control through live viewing, recording and reporting

## Implementing GoToAssist for remote IT administration

Swisscom IT Services entrusted a consulting IT firm with the task of evaluating suitable solutions. After considering several products, the consulting firm concluded that only Citrix® GoToAssist® provided the end-to-end encryption and reporting and session recording capabilities the company required. Within weeks, the consulting IT firm had conducted a pilot study with GoToAssist. "The pilot installation and our own internal audit confirmed that no other available solution is so simple to manage, and yet so secure, as GoToAssist," said Simonet.

To establish remote sessions using GoToAssist, Swisscom IT Services employs a unique process. After the client's administrator contacts Swisscom IT Services, the client establishes a secure and rapid GoToAssist connection to the Swisscom IT Services server. The client can then control and configure their server as if they were sitting in the datacentre. The entire process can be completed quickly.

## Provide customers with more control

Using GoToAssist, Swisscom IT Services gives clients and suppliers additional control over hosted services and servers, thus providing additional value for lower internal costs. "With GoToAssist we can offer our clients completely new possibilities with the hosting of their IT infrastructure," said Simonet. "Today everything can be done from our client's workplace with control and maximum security. Our clients can carry out the necessary maintenance tasks by remote access, and this saves time and costs."

Because the GoToAssist architecture is Web-based, Swisscom IT Services and their clients do not need to install server software or deploy any additional infrastructure or IT resources. "We are in the third year of using GoToAssist. In addition to its absolute reliability, it is a managed service, so no investments in new hardware and software are necessary. Our operating expenditures for GoToAssist are next to zero."

## Obtain powerful security and auditing capabilities

GoToAssist provides the highly secure connection required by Swisscom IT Services: all data is protected throughout the entire session with Advanced Encryption Standard (AES) encryption. "We have strict security requirements," explained Simonet. "But the 128-bit AES encryption and the long list of companies that also use GoToAssist convinced us of the security and reliability of the solution."

The company's highly secure datacentre requires that every system interaction be monitored. "We have to make sure that we supervise the systems," said Simonet. Swisscom IT Services staff have complete control over each session, and they can interrupt or intervene at any time. The GoToAssist session recording feature ensures that all sessions are recorded and archived for auditing purposes. Further, the GoToAssist software is automatically uninstalled at the end of each session. "With GoToAssist, we know exactly what is happening at any time in each respective system."

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